EP 1 291 760

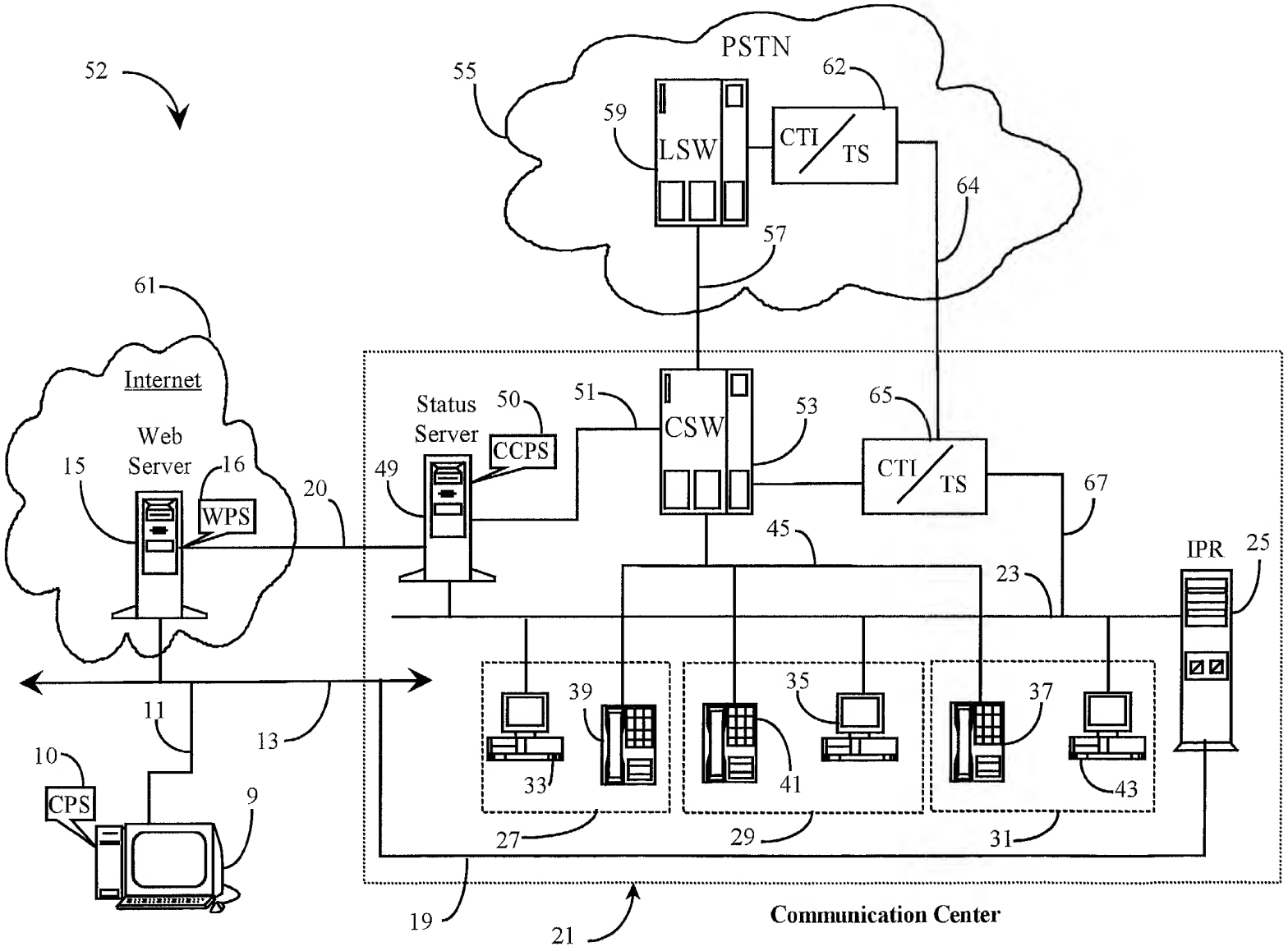
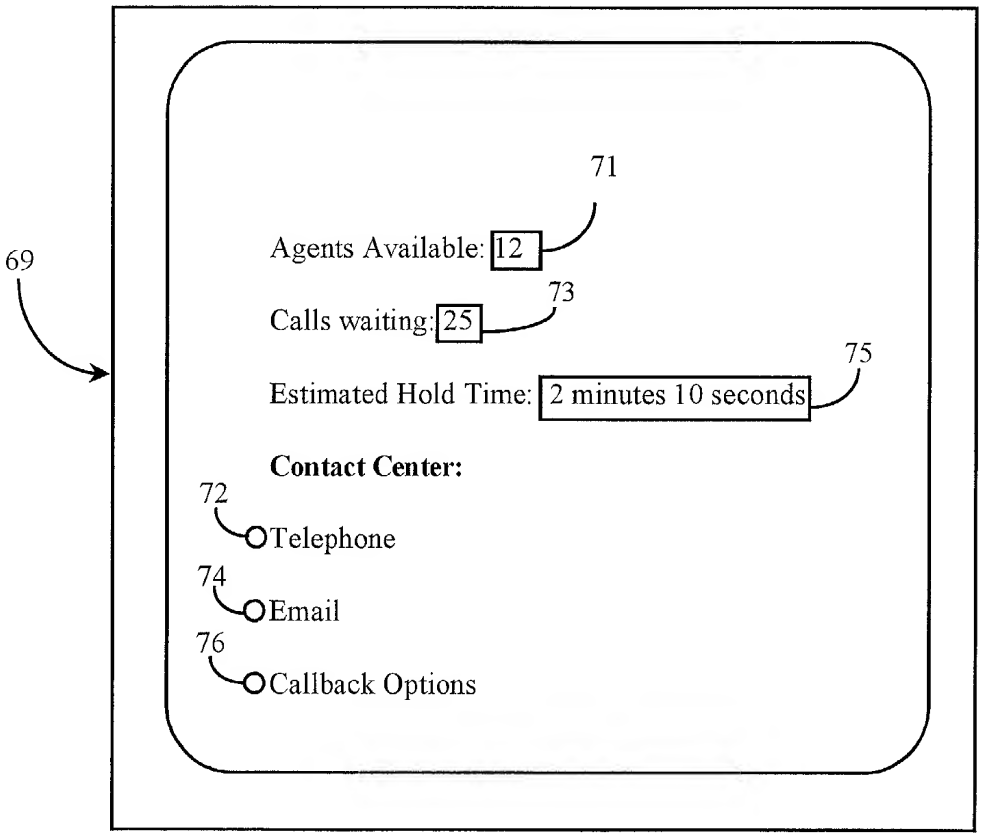


Fig. 1



Customer Interface

Fig. 2

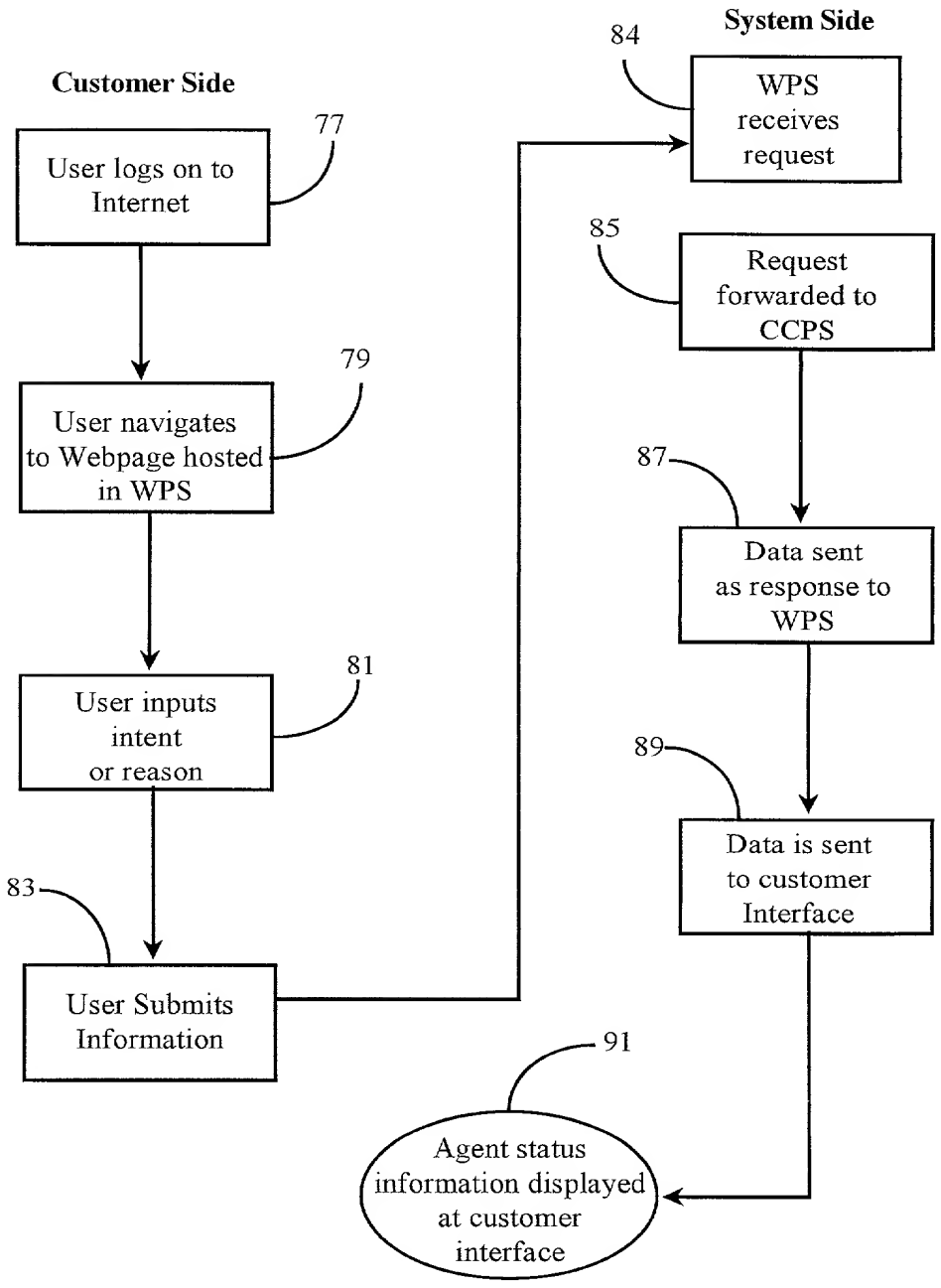

Customer Side
System Side
User logs on to Internet
77
User navigates to Webpage hosted in WPS
79
User inputs intent or reason
81
User Submits Information
83
WPS receives request
84
Request forwarded to CCPS
85
Data sent as response to WPS
87
Data is sent to customer Interface
89
Agent status information displayed at customer interface
91

Fig. 3

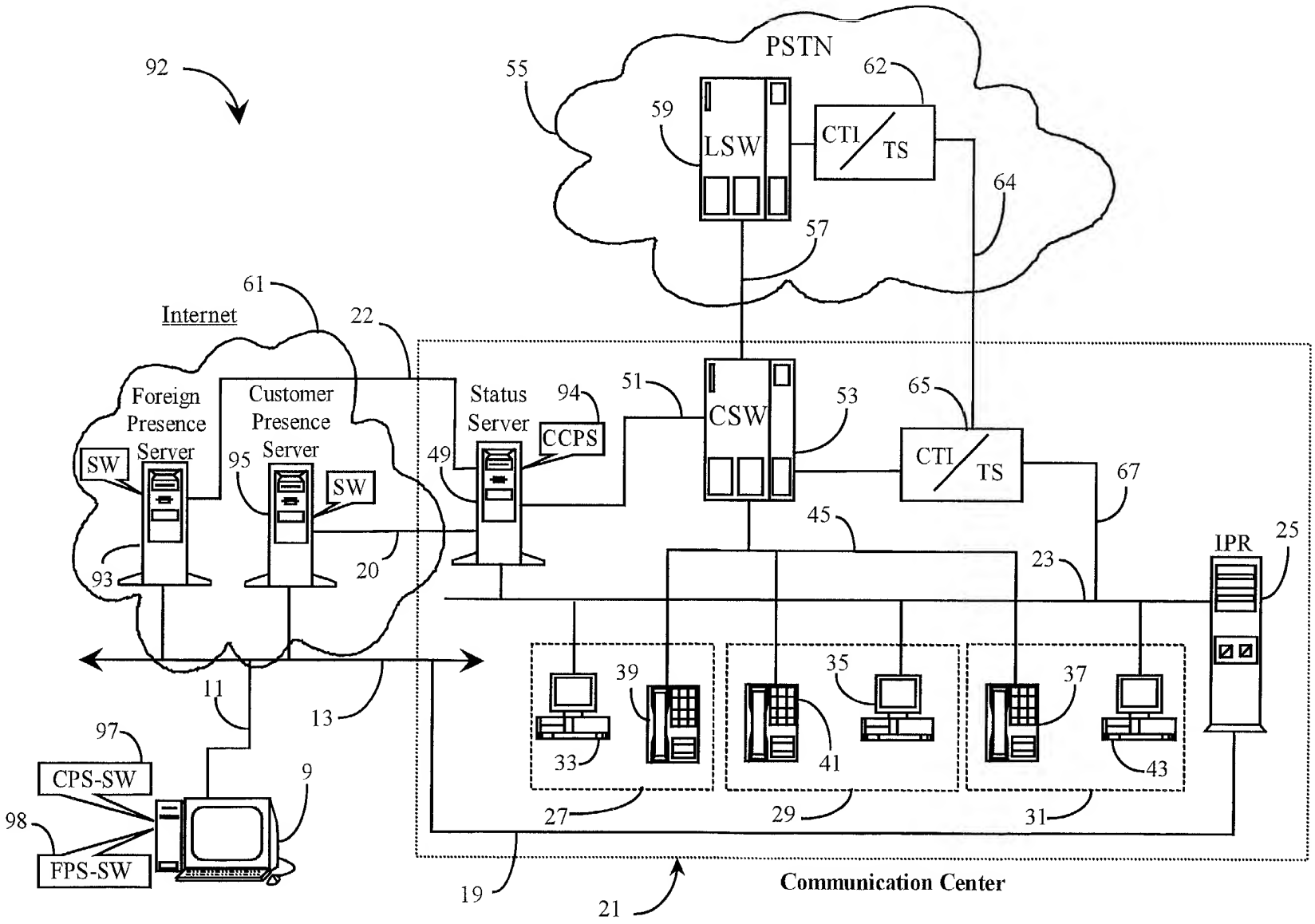

92
PSTN
55
62
59
LSW
CTI
TS
64
57
61
Internet
22
Foreign
Presence
Server
SW
Customer
Presence
Server
95
SW
Status
Server
94
CCPS
49
51
CSW
53
65
CTI
TS
67
45
IPR
25
23
93
20
11
13
97
CPS-SW
98
FPS-SW
9
39
33
35
41
37
43
27
29
31
19
21
Communication Center

Fig. 4

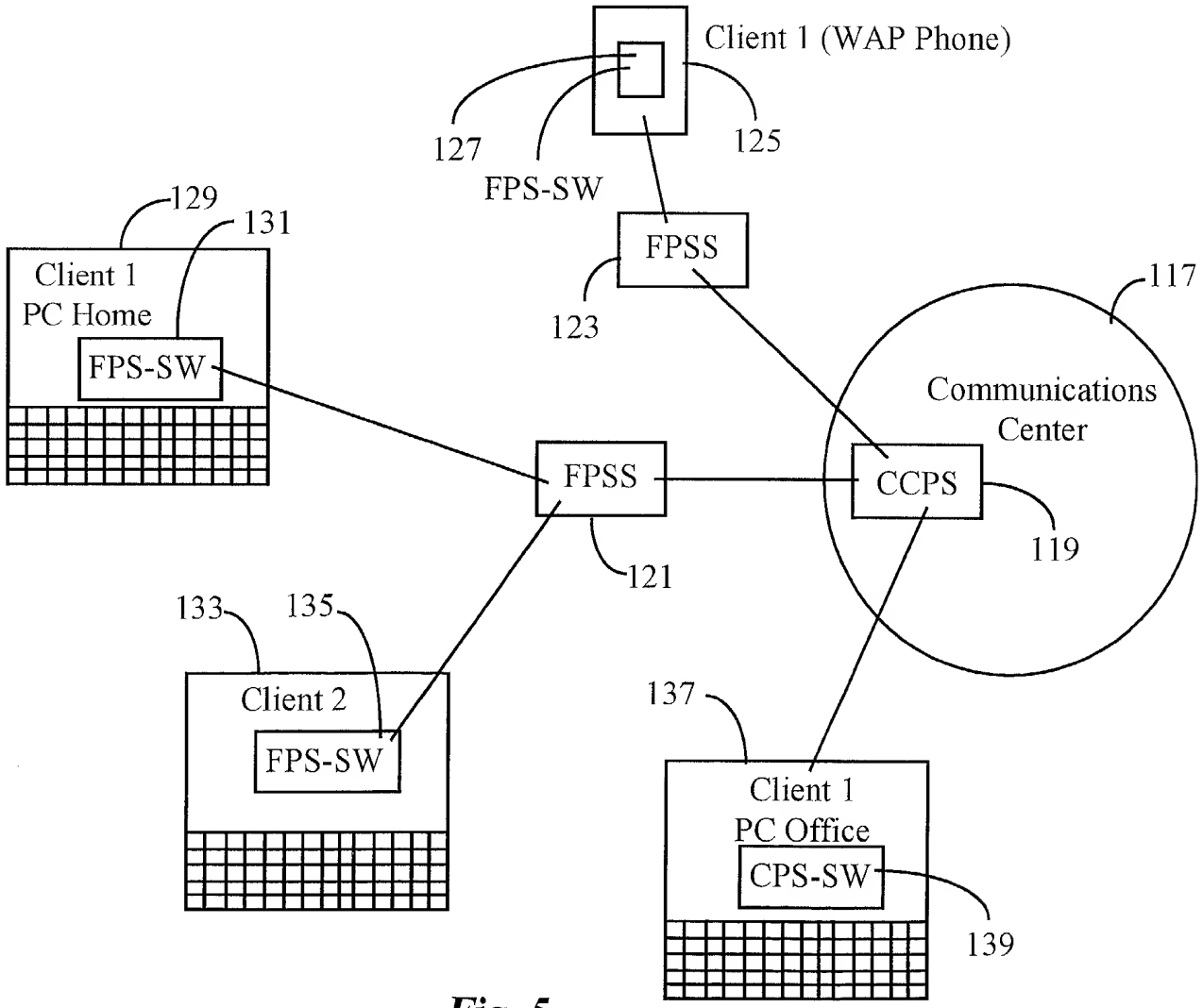

Client 1 (WAP Phone)
127
FPS-SW
125
FPSS
123
129
131
Client 1
PC Home
FPS-SW
117
Communications
Center
FPSS
CCPS
119
121
133
135
Client 2
FPS-SW
137
Client 1
PC Office
CPS-SW
139

Fig. 5

US 2006/0126795 A1 Jun. 15, 2006

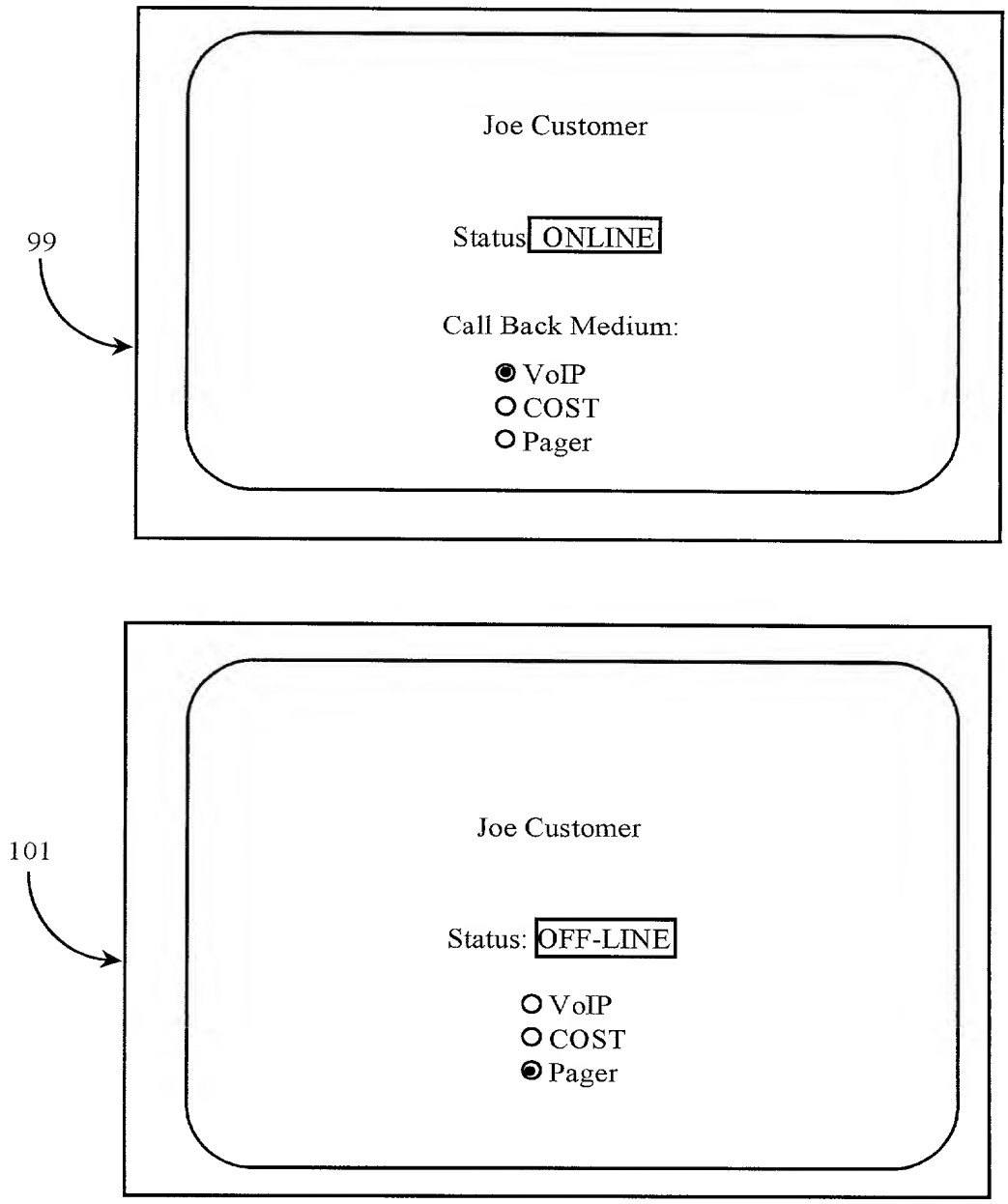


Fig. 6

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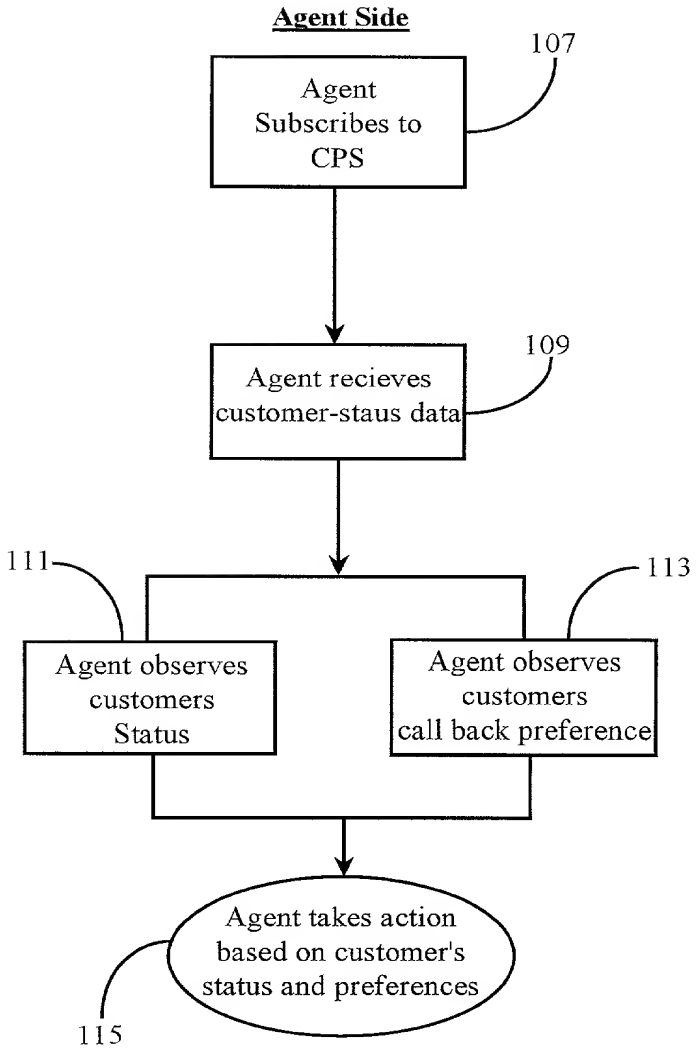
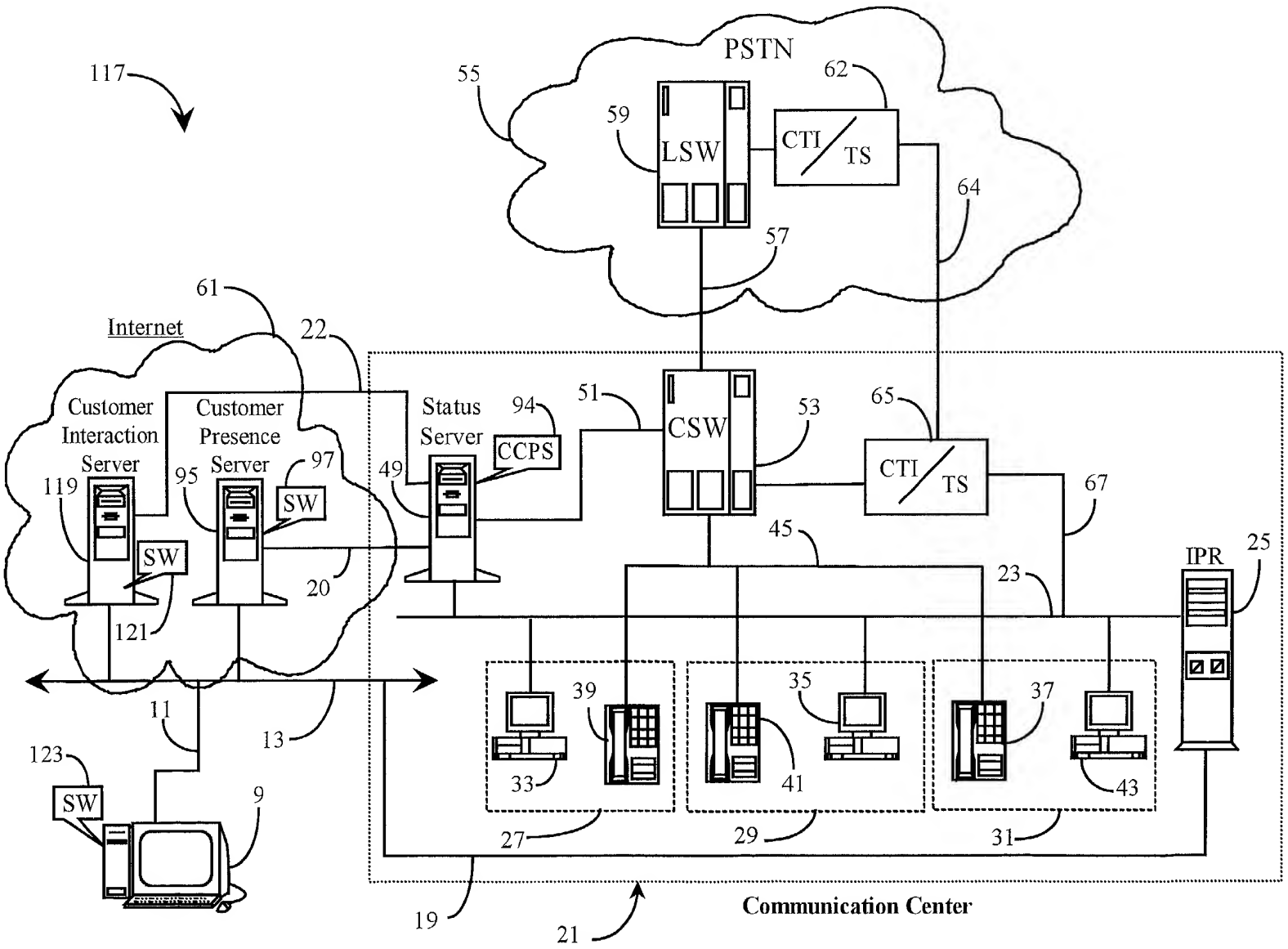


Fig. 7


117
PSTN
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LSW
CTI
TS
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Internet
22
Customer
Interaction
Server
Customer
Presence
Server
Status
Server
94
CCPS
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CSW
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CTI
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IPR
25
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SW
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21
Communication Center

Fig. 8

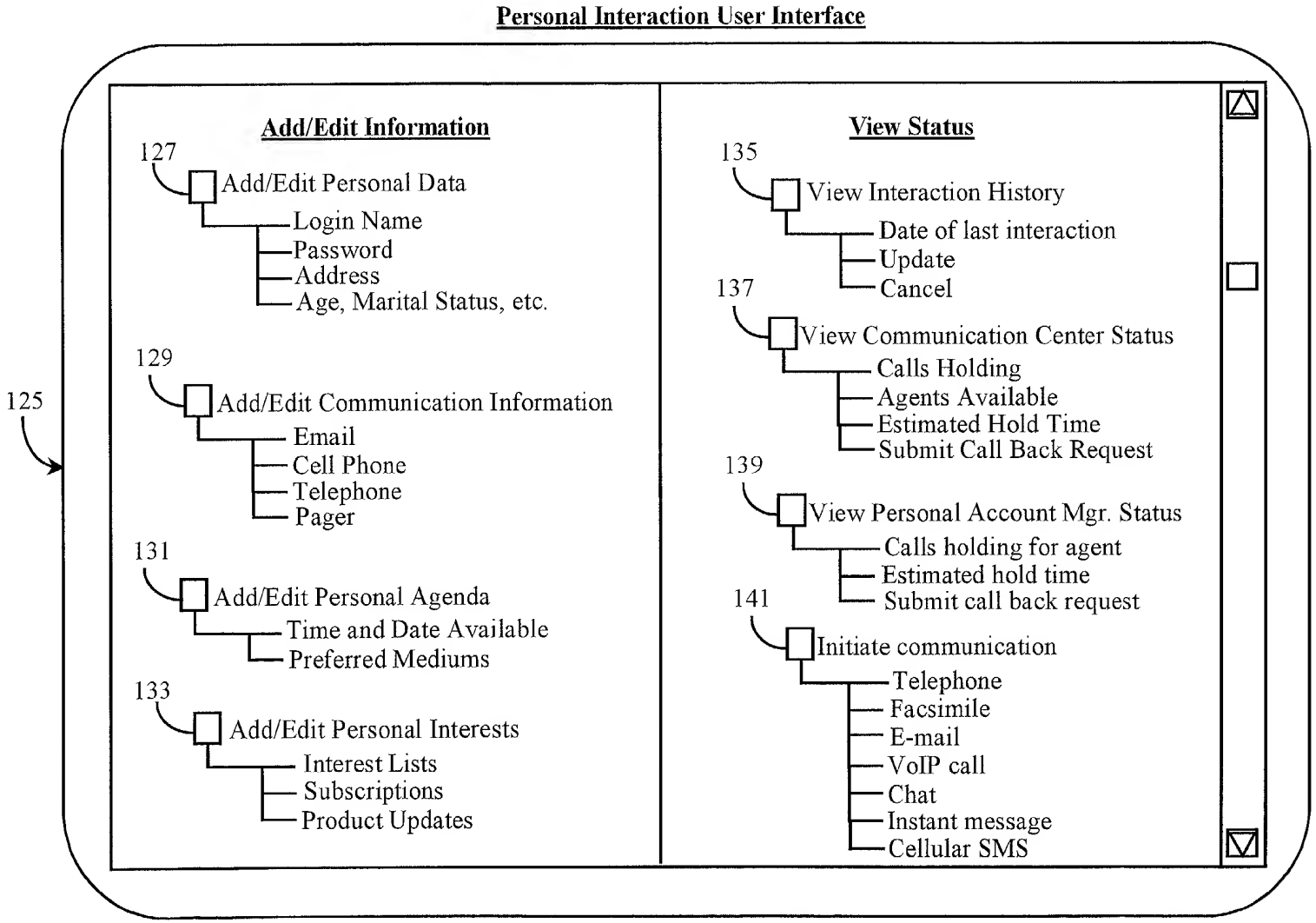
Personal Interaction User Interface
125
Add/Edit Information
127
Add/Edit Personal Data
Login Name
Password
Address
Age, Marital Status, etc.
129
Add/Edit Communication Information
Email
Cell Phone
Telephone
Pager
131
Add/Edit Personal Agenda
Time and Date Available
Preferred Mediums
133
Add/Edit Personal Interests
Interest Lists
Subscriptions
Product Updates
View Status
135
View Interaction History
Date of last interaction
Update
Cancel
137
View Communication Center Status
Calls Holding
Agents Available
Estimated Hold Time
Submit Call Back Request
139
View Personal Account Mgr. Status
Calls holding for agent
Estimated hold time
Submit call back request
141
Initiate communication
Telephone
Facsimile
E-mail
VoIP call
Chat
Instant message
Cellular SMS

Fig. 9